



# CITY OF SAN ANTONIO

P.O. BOX 839966  
SAN ANTONIO, TEXAS 78283-3966

August 30, 2005

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Christopher "Chip" Haass  
Councilman, District 10

J Rolando Bono  
City Manager

Ladies and Gentlemen:

RE: Final audit report review of "Authorized Remote Access to the COSA Network"

This audit report presents the results from the Information Technology Services Department (ITSD) performance in managing the risks associated with "Authorized Remote Access". The review was performed between February and May 2005.

"Authorized Remote Access" is the ability for a user, authorized by City Management, to connect and gain access to physically dispersed network resources. In general, remote access to the network may be achieved from any global site through the use of Internet connection, private network, dial-in modem, wireless, satellite, and other technologies. This enables users to read e-mail, run applications, or transfer files between computers. This also allows computer technicians/programmers to troubleshoot incidents. While the benefits are highly recognized, detecting unauthorized remote access and inappropriate computer activity is an ongoing challenge for the Internet and network security teams.

This audit was chosen to evaluate remote access controls from existing safeguards that minimize the risks of:

- Unsecure connectivity to the COSA Network;
- Disruption to employee and customer computer services due to computer viruses; and
- Unauthorized disclosure of confidential information from business partners or third parties.

It became apparent during this review that the City is not keeping pace with the rapid deployment of newer technology related to securing remote access. This is demonstrated by the need for ITSD attention to the following areas identified during the audit:

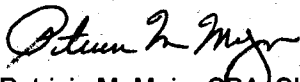
- Enterprise security strategy not available;
- Remote access security administration directives not complete and approved for distribution;
- Firewall and intrusion detection controls need improvement;
- Third-party security agreements do not exist; and
- The configuration, operation and management for remote access needs improvement.

This report provides recommendations for ITSD Management to improve security controls to acceptable levels of risk and rules covering such matters as employees dialing from home to the City network or granting third-party access to the network.

City department heads are primarily responsible for granting authority for employees and third-parties to access the COSA network from a remote location. This responsibility also includes monitoring network access and quickly instructing ITSD to revoke network access when City employees or third-parties cease to have a business requirement to access the COSA network. It is clear from the issues detailed in this report that this responsibility has not been a consistent priority for department heads. This is due to the lack of computer remote access security administrative directives and guidelines being available that clearly delineates the responsibilities of department heads, ITSD, employees, and third-parties.

The audit team appreciated the cooperation and assistance extended by ITSD in performing this review. In addition, it is recognized that management of ITSD has since taken corrective action on some of the issues identified. The Internal Audit Department is available to discuss the details of this report with you at your individual convenience.

Sincerely,



Patricia M. Major CRA, CIA, CTP, CGFM  
City Internal Auditor

cc: Martha Sepeda, Interim City Attorney  
Leticia Vacek, City Clerk  
Michael Armstrong, CIO – Assistant City Manager  
Hugh Miller, Director, ITSD  
Erik Walsh, Assistant to the City Manager  
Central Library Branch